



STATE OF TENNESSEE
BUREAU OF TENNCARE
P.O. Box 20007
NASHVILLE, TENNESSEE 37202

Do you need special help?

- Call **1-866-311-4287** for free, **or**
- See the “Do You Need Special Help?” page with this letter.

Versión en español atrás

FREQUENTLY ASKED QUESTIONS (FAQs)

1. WHAT’S AN ELECTRONIC HEALTH RECORD?

It’s your health facts including your health history that are kept in a computer. We can use it to send your health facts right to your doctors’ office computers. The electronic health record we’ll use is called the Clinical Health Record™ by Shared Health.

2. WHAT IS SHARED HEALTH CLINICAL HEALTH RECORD™?

Companies make different kinds of electronic health records. TennCare has picked the Clinical Health Record™ by Shared Health to share your medical health facts with your doctors. To find out more about Shared Health, go to www.sharedhealth.com.

3. WHAT ARE HEALTH FACTS?

Your **health facts** means your **Protected Health Information (PHI)**. Your **PHI** is information that identifies you, like your name and date of birth. **PHI** is also information about your health kept in your health care records.

4. HOW DOES THIS ELECTRONIC HEALTH RECORD HELP ME?

You probably go to more than one doctor for your health care. Sometimes it’s important for your doctors to know about all of the care you’re getting. This electronic health record lets your doctors see the health facts that are listed in your health care record. They won’t have to wait for paper copies. While you’re in their office, your doctor can see:

- other health problems you have and treatment you’ve gotten
- the kinds of medicine you take and
- allergies you have to medicine, food, or things like bee stings or latex

Having these health facts helps you and your doctors make better choices about your care. Remember, the health facts must be in your record for your doctors to see them.

5. WHAT IS ePRESCRIBE?

It is part of the Clinical Health Record™. It lets your doctors write your prescriptions from their own computers and send them right to your pharmacy.

Using ePrescribe will tell your doctors:

- the medicines TennCare pays for
- the medicines that need TennCare's OK and
- the kinds of medicines that can hurt you if you take them together.

6. WHAT KINDS OF FACTS ARE PART OF THE ELECTRONIC HEALTH RECORD?

- Your name, age, address, telephone number, etc
- Your TennCare ID number (on your TennCare card) and your Social Security Number
- Health problems you have now or have had in the past; including treatment you got
- Medicine you take now or have taken in the past, including medicine you get over the counter (without a prescription) if your doctor lists them in your record
- Children's shot records and Well Child check ups
- Lab results
- Drugs you're allergic to if your doctor lists them in your record
- Primary care doctor's name and address
- Information on your TennCare health plan and benefits

7. WHAT KINDS OF FACTS ARE NOT PART OF THE ELECTRONIC HEALTH RECORD?

- Facts on new health claims that your doctors haven't turned in yet
- Facts on older health claims before 2004
- Dental facts unless your dental care was given in a hospital
- Over the counter medicine you get without a prescription that your doctor doesn't list in your record
- X-rays and other film and charts (like an EKG or MRI)
- Psychotherapy notes
- Health facts from providers that don't share information with TennCare or Shared Health
- Care you get from a health plan that does not use this electronic health record

8. HOW DO DOCTORS SEE MY ELECTRONIC HEALTH RECORD?

Wherever you get care, doctors can see your health facts over a secure internet site. BUT, the public **can't** see them. Federal and state laws require all doctors and other health providers to keep your health facts private. TennCare and Shared Health will watch their use too.

9. **HOW DO MY HEALTH FACTS BECOME PART OF THE ELECTRONIC HEALTH RECORD?**

When you get health care, your doctor turns in a “health claim” to TennCare. It shows the health problem(s) you were treated for and the date you got care. Most of the facts in your electronic health record come from these health claims.

Some health facts, like lab results or prescriptions, will be added right away. But, it may take several weeks for other kinds of health facts to be added.

And not all of your health facts will be listed in this electronic health record. Your paper health records at your other doctors' offices may have other health facts. So, it's important that you talk with all of your doctors about your health facts.

10. **HOW WILL MY HEALTH FACTS BE KEPT PRIVATE?**

Only people we OK (authorized users) can see them.

Before doctors or other health providers can see your health facts they must:

- Sign a promise to keep your health facts private
- Use their password (every doctor or provider will have their own) AND
- Follow the federal and state privacy laws

Your health facts **can't** be seen by:

- the public **or**
- by doctors or other health providers we don't OK.

11. **ARE ANY KINDS OF FACTS BLOCKED FROM PROVIDERS USING THE ELECTRONIC HEALTH RECORD?**

Yes. TennCare will NOT show some kinds of medical facts. These health facts will be **blocked**.

Even your health providers who have an **OK** to see your other health facts won't see:

- Genetic testing results – these say if you have a risk that runs in your family for certain health problems (like some kinds of cancer)
- Some kinds of drug and alcohol treatment at clinics who get money from the federal government
- **Are you age 21 or older?** HIV and sexually-transmitted disease (STD) tests and treatment you have at your county Health Department won't show. But, prescription drugs you get for HIV or STDs will show if TennCare pays for them.
- **Are you under age 21?** Wherever you get care, testing and treatment for things like pregnancy, STD, or HIV won't show. And birth control and HIV medicines won't show.

If you have health facts like these, you may want to tell your doctors. These kinds of health facts won't show in this electronic health record.

12. DO I HAVE TO SIGN UP TO HAVE AN ELECTRONIC HEALTH RECORD?

No. You don't have to do anything. TennCare will put health facts on all TennCare enrollees into the electronic health record. But, **no one** will see the **blocked** health facts.

13. WHAT DOES "OPT OUT" MEAN?

It means you can decide not to show your medical health facts in the Shared Health electronic health record, also called the "Clinical Health Record™" or CHR. This is called opt out. Health providers won't be able to see your medical health facts:

- when caring for you or
- if you are in an emergency or
- if you are hurt and can't talk to the health providers caring for you or
- if you can't get your health facts because of a natural disaster, like a flood or tornado

14. HOW DO I OPT OUT?

To opt out, you must ask us in writing. We have an opt out page you can use. Call the Family Assistance Service Center at 1-866-311-4287. They can mail the page to you. OR, go to <http://state.tn.us/tenncare/HIPAA/HIPAAforms.html> and click on Opt Out Request to download the Opt Out Request form. You can then print this page, fill it out and send it to the address in the box in the upper right corner of the page.

15. HOW LONG WILL THE OPT OUT TAKE?

Most of the time we can finish your request within 30 days. The Privacy laws say we have 60 days to finish. If we can't get it done in 30 days, we'll send you a letter and let you know that. But, we have to take care of your request to opt out within 60 days at most.

16. HOW WILL I KNOW WHEN MY REQUEST IS FINISHED?

We will send you a letter telling you that your medical health facts are not showing.

17. AFTER I OPT OUT, CAN I CHANGE MY MIND?

Yes. You can change your mind and decide to "Opt In" and let us show your medical health facts. To opt in, you must ask us in writing. An Opt In page will be available soon on our website.

18. WILL TENNCARE KNOW THAT I HAVE OPTED OUT?

Yes. Every month we get a report showing us who has decided not to show their medical health facts.

19. CAN I GET A COPY OF MY MEDICAL HEALTH FACTS?

Yes. If you have not opted out, you can ask for a paper copy of your Clinical Health Record™. Call the Family Assistance Service Center at 1-866-311-4287. They can mail the page to you. OR, go to <http://state.tn.us/tenncare/HIPAA/HIPAAforms.html> and click “Permission to Release Record. You can then print this page, fill it out and send it to the address on the page.

20. IF I OPT OUT, CAN I STILL GET A COPY OF MY MEDICAL HEALTH FACTS?

No, NOT if you decide to opt out and send us a letter saying so. After we finish your request, you won’t be able to get a paper copy because your medical health facts won’t show.

21. IF I OPT OUT, DO ANY OF MY MEDICAL HEALTH FACTS SHOW?

Doctors’ offices can look up your name, your date of birth, and your ID number, but only if they know at least 2 of these things already. But, the record will say you have decided not to show your medical health facts.

22. CAN I TOTALLY OPT OUT?

No. TennCare will still have your health facts and can share them as allowed by privacy laws.